

**Information and Communication Technologies for
Development (ICT4D)
Program Area**

Report to the Board of Governors

Richard Fuchs, September 2005

List of Acronyms

Acacia	Communities in the Information Society in Africa
AISI	African Information Society Initiative
AMD	Advanced Micro Devices
APEC	Asia-Pacific Economic Cooperation
ASEAN	Association of South East Asian Nations
AVOIR	African Virtual Open Initiative and Resources
CATIA	Catalysing Access to Technology and Information in Africa
CIDA	Canadian International Development Agency
CS&PF	Corporate Strategy and Program Framework
CSIR	Council of Scientific and Industrial Research
DAC	Development Assistance Committee
DANIDA	Danish International Development Agency
DDI	Digital Divide Index
DfID	UK Department for International Development
DirAP	Digital Review of Asia Pacific
ECLAC	Economic Commission for Latin America and the Caribbean
ENRAP	Electronic Networking for Rural Asia Pacific
ESARO	Eastern and South Africa Regional Office
FAIR	Fair Access to ICTs Report
FLACSO	Facultad de Latinoamericana Ciencias Sociales
FOSS	FOSS software
FRIDA	Regional Fund for Digital Innovation in the Americas
FUNDREDES	Latin America and the Caribbean Civil Society Consultative Network
GeALC	E-Government Leaders in Latin America and the Caribbean
GKP	Global Knowledge Partnership
GRACE	Gender Research in Africa into ICTs for Empowerment
GSM	Global System for Mobile Communication
HQ	Head Quarters
ICA	Institute for Connectivity in the Americas
ICT	Information and Communication Technologies
ICT4D	Information and Communication Technologies for Development
IDRC	International Development Research Centre
IFAD	International Fund for Agricultural Development
IOSN	International Open Source Network
IPO	Initial Public Offering
IPS	Innovation, Policy and Science
KariaNet	Knowledge Access in Rural Inter-Connected Areas
LACNIC	Latin America and the Caribbean Internet Addresses Industry
MENA	Middle East and North Africa
MERO	Middle East Regional Office
NGO	Non-Government Organization
NRC	National Research Council

OAS	Organization of American States
OECD	Organization for Economic Cooperation and Development
OEM	Original Equipment Manufacturer
OSCILAC	Exercicios Resolvidos de Teoria Electromagnetica
PAN	Program Area Network
PANdora	Pan Asia project #102791
PAREN	Promoting African Research and Education Networking
PCR	Project Completion Report
PDA	Program Development Area
REDAL	Redes Escolares de América Latina / Latin American School Network
RIA	Research ICT Africa
ROCARE	Réseau Ouest et Centre Africain de Recherche en Éducation
RX	Resource Expansion
SEP	Social and Economic Policy
SMS	Systems Management Server
UN	United Nations
UN ICT	United Nations Information and Communication Technologies
WEF	World Economic Forum
WiFi	Wireless Fidelity
WSIS	World Summits on the Information Society

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1. Description of Program Area

“Within the Development Community, there is a growing awareness that failure to include developing countries in the ICT revolution will have serious consequences for the achievement of the Goals. Harnessing the strategic and innovative use of ICT in development policies may enable the world to meet the Goals. Without such technology, doing so by 2015 will be impossible.”¹

The Information and Communications Technologies for Development Program Area builds on a longstanding history and tradition of innovation at the International Development Research Centre (IDRC). While information and communications technologies have only recently been incorporated into development programming in many international organizations, IDRC has been involved with the integration of information and networks in its programming since its onset as an organization in 1971.

The Program Area at a Glance

As expressed in the Corporate Strategy and Program Framework, the activities in the Information and Communications Technologies for Development Program area will address:

- from access to information economy,
- regional context and global networks, and
- scaling up.

The applied research within the Program Area is organized through Program Initiatives, Corporate Projects and one (1) Secretariat in transition.

These include:

- Acacia
- PAN Asia
- Pan Americas
- Connectivity Africa
- Institute for Connectivity in the Americas
- telecentre.org (2009/10)
- Bellanet Secretariat (2006/07)

Most of the programming will be submitted in the form of prospectus to the Board of Governors in March 2006.

IDRC re-engineered its history of ICT programming by establishing the Information and Communications Technologies for Development (ICT4D) program area in 2000. Since that time the activities within ICT4D have grown and expanded by more than triple its original dimensions. This is due, in large measure, to the fact the IDRC’s programming in this area continues to be widely respected and thereby IDRC is often at “top of mind” when new initiatives are considered in Canada and other parts of the world.

This was certainly the case at the time of the Summit of the Americas (April 2001) when the Prime Minister established the Institute of Connectivity in the Americas. The same was true when Canada hosted the G8 Summit and the Canada Fund for Africa included a new initiative,

Connectivity Africa, which was a direct outcome of IDRC’s participation and leadership in the DotForce. When the world’s largest software company, Microsoft, was looking for an organization to host a new pro-bono telecentre support network, it sought ICT4D@IDRC to lead this new initiative. Additionally, Swiss Development Cooperation joined in the new Telecentre.Org corporate project with a new investment of \$5 million to IDRC. Most recently, Foreign Affairs Canada, CIDA and Industry Canada have all

¹ Millennium Project. Innovation: Applying Knowledge in Development. P.50. UN Millennium Project Task Force on Science Technology and Development. 2005.

agreed to support a second proposed phase of the Institute for Connectivity in the Americas for an additional 10 years with a proposed budget of \$40 million.

Despite the growth within the ICT4D Program Area, all of the activities, both existing and new, are programmed within research and program objectives that have been approved by the Board of Governors. In March 2001, the Board of Governors approved the six (6) principal research themes for the ICT4D Program Area and later that same year the Board approved the Acacia and PAN Asia prospectuses.

Both of these Program Initiatives are concluding their second generation of programming at IDRC and continue as flagship ICT initiatives. Since that time several new Corporate Projects have received external financing. These include the Institute for Connectivity in the Americas, Connectivity Africa and telecentre.org. As well 2 new partnership projects with IFAD were reached. These include the Electronic Networking for Rural Asia Pacific, and Karianet, a new partnership with IFAD to provide ICT4D networking in North Africa and sections of the Middle East. All of these have been integrated within the ICT4D Program Area and the research themes originally approved by the Board.

Despite the growth in programming, largely through external funding², activities in the Program Area have become more integrated than they were at the inception of this generation of the program cycle in 2001. Consistent with the CS&PF³, ICT4D has managed all these diverse revenue sources in such a manner that organizational, managerial and programmatic coherence are pursued. In November 2004, with the approval of the Corporate Strategy and Program Framework, a further generation of Information and Communications for Development programming was authorized for the 2005-2010 period.

In October 2004, the Program Area hosted an All Staff meeting in which the external evaluation and prospectus planning activities were discussed and launched. Almost all⁴ of the ICT4D program elements have completed external evaluations. As well, each of the program elements have extensive “rolling” advisory and participatory mechanisms that include program and prospectus planning. With the completion and review of the backlogged PCRs, an additional source of intelligence on the performance of the ICT4D programming contributes to this report.

Following upon the Summit of the Americas (Buenos Aires) and the World Summit on the Information Society (Tunis), both of which will take place in November 2005, prospectuses for Acacia, PAN Asia and PAN Americas will be finalized and submitted for the consideration of the Board of Governors in March 2006. Indeed, the President of IDRC will co-host a special “What’s Next After WSIS” forum with major bilateral,

² In 2005/06 the ICT4D Program Area will allocate \$24.3 million with \$11.3 million (46.5%) emanating from external sources.

³ See section 116 of the Program Framework 2005-2010 document.

⁴ Connectivity Africa did not receive an explicit external evaluation as its current contract with Industry Canada runs till March 31, 2008. However projects that were jointly funded by Connectivity Africa and Acacia were included in the external evaluation of that Program Initiative.

multilateral, private sector and civil society social investors in ICTs for Development on the day before the Tunis Summit.⁵ This will add considerably to the strategic basis for the Program Area's planning and prospectus development.

Along with renewed support for the current Acacia and PAN Asia Program prospectuses the existing Corporate Project, PAN Americas, will also be proposed to the Board of Governors as a Program Initiative. Several new explorations will also be planned and developed for consideration as Corporate Projects in the 2005-2010 CS&PF generation of programs. With the support and regional guidance by IDRC's MENA Regional Office a new Corporate Project in the Middle East will be developed. Additionally, a small policy and technology coordinating mechanism will be developed and proposed for the Program Area.

1.1 Background and context

*"The number of poor people in the world has declined significantly-by 375 million people since 1981-the first such decline in history. The share of the developing world living on less than \$1 per day was cut in half since 1981."*⁶

Ours is the first generation in which the circumstances of poverty for much of the world have actually taken a turn for the better. Despite compelling and persistent regional and systemic poverty, overall there are fewer poor people on our planet than there were 25 years ago. Of course, there continues to be debate and discussion on the dimensions and implications of this issue. But the changed circumstances of countries like China, India, Chile, Brazil, and Malaysia, to name a few, point to something fundamentally different about the world we live in now and the one we will share in the future.

The rise of the G20 and other countries signals a changed reality. Sadly most of our notions about the haves and have-nots remain hide-bound. We still talk of "developed" and "developing" counties. Some continue to refer to the "1st and 3rd world" even though the "2nd world", the communist bloc, has all but transformed or disappeared. The topography of development discourse is changing more slowly than our social and economic realities.

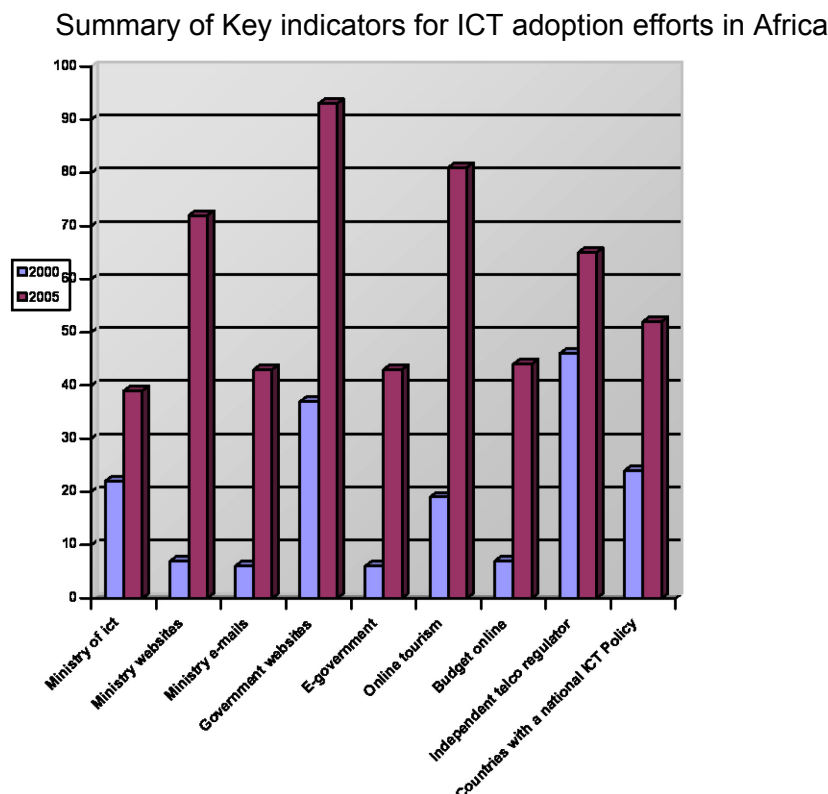
After 5 years of the DotForce, UN ICT Task Force and World Summits on the Information Society, the developing world seems to have gotten the point. In relatively rapid order, many developing countries have come to understand that information and communications technologies have something directly to do with the wealth of nations. For example, African countries have clearly made major strides to adopt digital technologies as part of their understanding of what development includes. As Figure 1.0

⁵ This will be co-hosted with the Director General of Swiss Development Cooperation, Walter Fust.

⁶ Dollar, David. Globalization, Poverty, and Inequality since 1980. Working Paper 3333.
<http://econdev.forumone.com/view.php?type=5&id=36107>

illustrates, there has been considerable progress within Africa on a wide range of indicators relating to digital development.⁷

Figure 1.0



However, the African review of eight countries conducted by the IDRC funded Research ICT Africa! (RIA!) Network for a forthcoming book on Measuring the Digital Divide tempers this view. Despite considerable growth in most of the countries reviewed—Cameroon, Ethiopia, Ghana, Kenya, Senegal South Africa and Zambia – the overall ICT status, or info-states, are lower than the global average. So, overall progress was made over the last decade but enormous variations exist among the countries reviewed.⁸

While there has been real, albeit uneven, progress made in the developing world on the adoption of ICTs in development, the same cannot be said for the international development community. In a recent report prepared for the Organization for Economic Cooperation and Development (OECD), the Development Assistance Committee (DAC) concludes that there have been no increases in ICT for Development related proportional

⁷ Data and analysis developed by Fourati, Khaled, Research Officer, Connectivity Africa/Acacia. IDRC, 2005.

⁸ Orbicom (2005) Measuring the Digital Divide Vol.2, will be launched at WSIS in Tunis in November 2005

social investments by bi-lateral or multi-lateral donors. Indeed, a contrary conclusion can be reached as the following reference from the report indicates.⁹

"Development assistance for ICT infrastructure in the 1990's experienced an even stronger downward trend than aid flows in general."

The percentage share of aid flows relating to ICTs fell from 4.5% in 1990 to .6% in 2002! This decline, the report indicates, has been partially offset by several special initiatives within OECD countries¹⁰. But the bottom line is ICTs for Development have not been mainstreamed despite DotForce, UN ICT Task Force and WSIS in 2 episodes.

It isn't just a coincidence that there has been such a major realignment of world wealth in the first generation in which the Internet has been publicly available. The ideas that formerly benefited only those in the "North" with access to real networks of information and knowledge have been enlarged to include many more people. Billions more people can know, communicate and learn. And they're taking good advantage of it, and very quickly. Increasingly, the major issue in development is coming to be understood as the capacity to develop, derive and transmit ideas about the economy, about business and about how we organize our societies and institutions. All of this requires a fundamental underpinning of access to relevant technologies, skills and, eventually, markets. The economist, David Dollar, expresses it this way:

Strategy for National ICT Policy (Mongolia)

The Mongolian Government recently developed a National Strategy and Action Plan for development of information and communication technologies (ICTs) in 2003. This project established an independent, gender-balanced think-tank of ICT specialists to influence ICT policy-making and to contribute to the implementation of Mongolia's Action Plan for ICT development. This was a direct result of PAN Asia's earlier support to policy research in the country.

An international network has resulted from the creation of the think-tank, and from the networking that project representatives have done in other Asian countries. The think-tank consists of qualified experts, male and female, from across the country. Strong links between the government and ICT stakeholders have been maintained. The President of Mongolia presented IDRC with a Friendship medal of to celebrate its role in this and other activities in the country.

www.idrc.ca/panasia/ev-9674-201-1-DO_TOPIC.html

"...Nations are poor because their citizens do not have access to the ideas that are used in industrial nations to generate economic value. Each gap imparts a distinctive thrust to the analysis of development policy. The notion of an object gap highlights saving and accumulation. The notion of an idea gap directs attention to the patterns of interaction and communication between a developing country and the rest of the world."¹¹

⁹ OECD Development Assistance Committee, **Financing ICTs for Development Efforts: Review of Recent Trends of ODA and its Contribution**. January 2005.
<http://www.oecd.org/dataoecd/41/45/34410597.pdf>

¹⁰ These would include post-DotForce special initiatives such as Connectivity Africa, USAID's DotCom Initiative, DFID's CATIA along with several others.

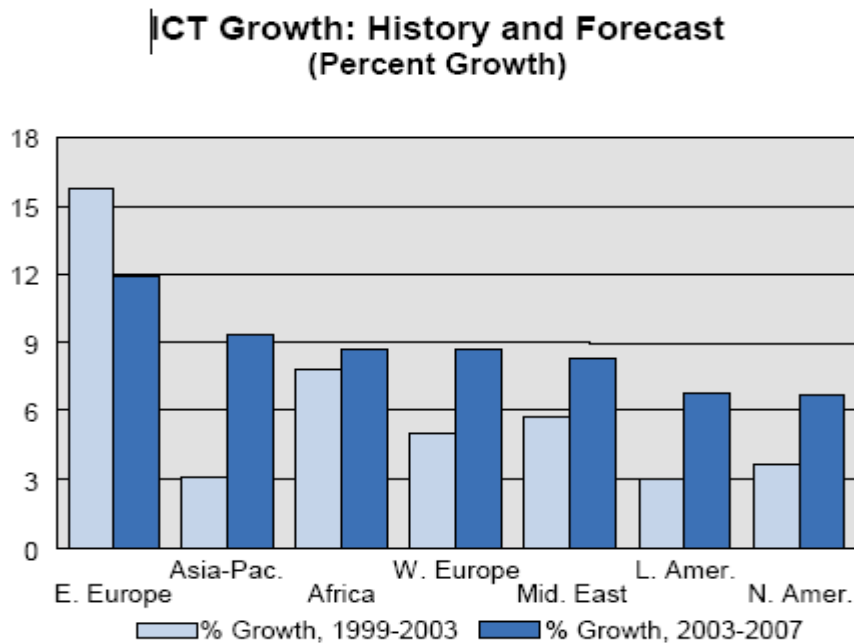
¹¹ Dollar, David. Globalization, Poverty, and Inequality since 1980. Working Paper 3333.
<http://econdev.forumone.com/view.php?type=5&id=36107>. June 1994.

1994 was the first year in which more computers than televisions were sold in North America. What would follow was among the highest rates of economic growth in the “mature” northern technology economies since the post-World War II reconstruction. The information genie had emerged from the digital Alladin’s lamp. Governments, businesses and households bought computers, learned how to use, and make use of, the Internet. The DotCom explosion had occurred. It was now cool to wear thick glasses and be a computer geek. If you weren’t just about to launch an IPO there was obviously something wrong.

Digital Review of Asia Pacific

The Digital Review of Asia Pacific (DirAP) is a biennial publication that acts as a comprehensive regional reference on the development of ICTs in the Asia-Pacific region. Two editions are being produced during this phase. The first was published in 2003, and the second is scheduled to be launched at the second phase of the World Summit on the Information Society in November 2005. The publications draw on the knowledge and expertise of local authors to provide an overview of the use of ICTs for socioeconomic development in 29 different economies in the region. DirAP has been published in three versions: an electronic online database, an electronic publication on CD-ROM, and a printed monograph. The online database (www.digital-review.org) is available now and includes monthly updates. The information contributes to the Digital Divide Index (DDI), which has the goal of measuring the impact of ICTs in bridging the digital divide worldwide.

Figure 2.0



The economic growth associated with this first great ICT adoption cycle would come crashing down. The knowledge asset of firms had been overestimated. Northern technology markets reached a plateau and became over-mature. While a strong pattern of worldwide growth has re-occurred, North America's share of this growth will be the smallest of all regional groupings. In the next cycle Eastern Europe, Asia-Pacific and Africa will have the largest regional growth rates of global ICT spending.

The second great adoption is already underway. In places like Africa and Asia it is very different from the first cycle of adoption in the North. GSM cellular and not Internet Protocol, leads the way. The Millennium Development Goal for 2015, that the benefits of information and communication technologies be "made available" had already been achieved, in the minds of some, in 2005 with 70% of the world's population living within reach of some sort of communications signal!¹² The mobile phone has become a near-ubiquitous element in urban life throughout the developing world. While it will eventually converge with the Internet, GSM ubiquity will grow an entirely different type of Information Economy than anything the North has experienced, as Figure 3.0 reflects.

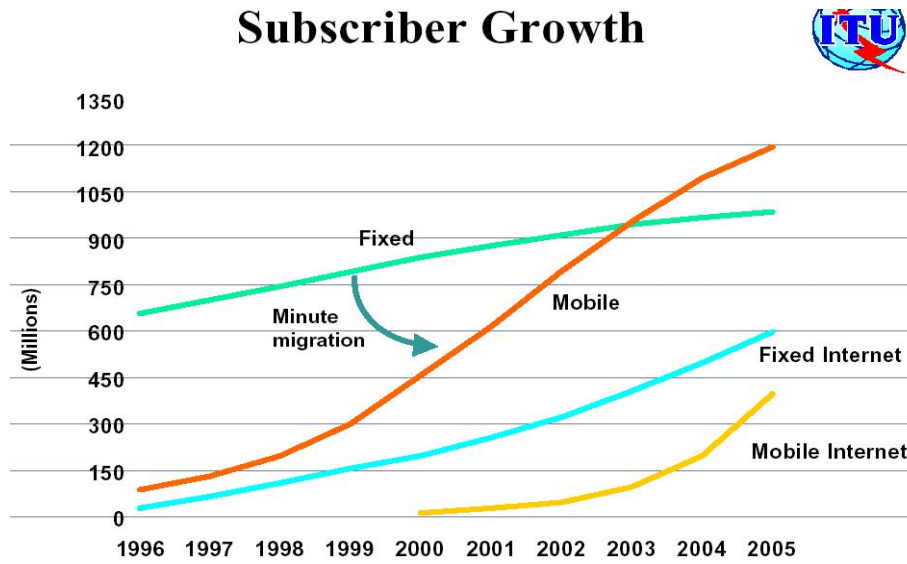
And slowly, but surely, major OEMs and software firms are getting the point that the "emerging" markets are something other than poorer versions of northern middle-class market segments. The technologies that sell in an over mature northern marketplace have little relevance in the African village. The LCD television isn't at the top of the African student's Christmas list.

Mobile, inter-operable, robust devices for creating, storing and transmitting information, initially based on GSM cellular, will drive this next cycle of adoption. With enhanced local capacity for good planning, research and "ideas", these products, and the services that accompany them, can contribute to livelihoods, incomes, communities, the private sector and development.

¹² Kenny, Charles, Financing Information and Communications Infrastructure in the Developing World: Public and Private Roles. World Bank. February 2005. Kenny's definition of "access" in this context is the proportion of the world's population covered by a "mobile footprint".

Figure 3.0¹³

Worldwide Growth of Telephony and Internet Subscribers



The convergence between development and the private sector is already upon us. As the “donor” agencies recoil from ICT4D social investments, companies like Microsoft, Google, Intel, AMD, e-Bay, Amazon.Com and many others are building substantial portfolios of Corporate Social Responsibility and Community Affairs programming. All the while their specialists in Emerging Markets watch with great interest.

Perhaps with the exception of the Middle East, every continent in the world now includes a technology engine. And these technology engines sell and trade on a global basis where North America and Europe no longer are a requisite intermediary. The slower growing and technology-adopting countries need to become part of the process of developing, sharing and applying ideas for development. Equally, the communities and social institutions in these countries need access to the tools, technologies and skills to help them navigate this next great adoption. Information and communications technologies, and the skills that make them useful, are a fundamental element to accomplish this.

¹³ International Telecommunication Union, 2004.

2. Current Program Activities

“People want to be part of something bigger than themselves...What else are we going to be remembered for, our generation?...We will be remembered for 3 things right now. The Internet, the war against terror and what we did or didn’t do about this glorious continent of Africa and its travails.”

Bono, from the World Economic Forum Video, “Spirit of Davos”. Recorded at the WEF Annual Meeting 2005, “The G8 and Africa: Rhetoric or Action” Session.

Program elements within the ICT4D Program Area are all deeply rooted in the regional context of where the policy actors and processes are played out as well as where the applied research is most relevant. Given the globalizing potential of many ICT technologies, the ICT4D programs are very much rooted in the regional contexts where the problem statements and research questions define the situation. This will continue in the next generation of programming.

2.1 **Acacia Program Initiative and Connectivity Africa Corporate Project**

The Acacia Program Initiative and Connectivity Africa Corporate Project have been programmatically and organizationally integrated. There is one manager for these 2 African ICT4D programs and all Program and Research Officers have “joint appointments”. With this approach we have been able to locate senior staff in each of the African regional offices as well as in a satellite office in South Africa.

The Acacia program remains a “flagship” undertaking for IDRC in Africa and throughout the international development community. With the completion of a successful external evaluation, the Acacia program is coming to the end of its second generation of programming. Its first generation (1996-2001) was a time of turbulence in establishing a new presence within a relatively new program sector. This second era (2001-2006) has been much more about consolidating and disseminating the earlier successful results while moving from demonstration projects within countries to building networks of researchers both regionally and continent-wide.

Acacia has developed compellingly successful networks in ICT and telecom research into policies and regulation (Research ICT Africa - RIA) and ICTs and education (Étude de cas du Réseau Ouest et Centre Africain de Recherche en Éducation-ROCARE). It has more recently launched a major new network relating to Gender and ICTs (Gender Research in Africa into ICTs for Empowerment - GRACE Network) and is planning support for a new network on local governance and ICTs (LOGIN).

Connectivity Africa is more explicitly about applied technology research and development. It has invested in a very successful Health Information Network in Uganda and a network of pilot WiFi applications in the social sector managed in a cohesive manner by South Africa’s CSIR (the South African equivalent of Canada’s NRC). Connectivity Africa is also leading a major consortium of foundations and donors to

address the challenge of university satellite access to the Internet where data transmission costs are 100 times higher than in North America.

A prospectus will be submitted to the Board of Governors for a third generation of Acacia programming for consideration at the March 2006 BOG meeting. This will cover programming from April 1, 2006 to March 31, 2010 through the full life of the CS&PF cycle. IDRC has requested that Connectivity Africa be extended with existing funds until March 31, 2008. As well, we will be approaching CIDA for supplementary funding to Connectivity Africa through CIDA's Africa Branch.

Similar to the other programs within the ICT4D Program Area, the new Acacia prospectus is likely to focus on more information economy related applied research questions as well as issues within the broad sector of e-governance, including health, education and local government administration. With a population smaller than that of India, and including 54 countries where transportation and communications remain a challenge, both Acacia and Connectivity Africa will increase their emphasis on building knowledge networks of applied researchers at the regional and continent-wide levels.

The rise in the use of mobile telephony in Africa represents a major asset. This will help to reduce transaction costs and increase efficiencies in the social sectors. It also provides the foundation for the emergence of a services sector as well as knowledge industries that produce and disseminate mobile telephony solutions through the society and economy. Acacia and Connectivity Africa will focus on assisting the social sector to learn how best to select and affordably deploy these technologies.

For example, tremendous skill and expertise has been developed within the Uganda Health Information Network in combining the use of PDAs and GSM. As well, Connectivity Africa has supported the use of PDAs to develop a relational database for Anti-Retroviral Therapy to demonstrate best practice in one of the South African provinces. Acacia/Connectivity Africa will be hosting a special workshop which brings together all of the organizations that have applied these technologies in development sectors. This not only accelerates the dissemination of skills and technologies, it also adds dimension to the efforts of those seeking to introduce these innovations.

But Acacia/Connectivity Africa is not stopping at only the level of knowledge sharing and dissemination. It is also working with a public-private partnership to design and develop for market an African wireless router that will serve the underlying technology to integrate GSM, WiFi and Infrared transmission. To this point in time a router from a northern supplier has been in use. The "problem" of this technology being redeployed by the American company to more northern consumer markets represents an opportunity for an information economy enterprise in Africa itself.

As the first wave of major ICT adoption occurs throughout Africa we anticipate that there will be many of these types of circumstances where social sector led adoption triggers private sector knowledge economy opportunity. Acacia/Connectivity Africa will work with both channels of innovation over the next generation of programming. As well, it

will integrate closely with IDRC's new Private Sector Development programming as well as the new Innovation, Policy and Science Program Area.

Irrespective of what transpires in IDRC's discussions with CIDA's Africa Branch regarding the long-term future of Connectivity Africa, we have sufficient existing resources for 2 of the 4 years of the next generation of Acacia programming. We anticipate that the Acacia program will grow, and that our RX will continue to expand in Africa, such that the staff structure in each regional office can continue throughout the life of the next generation of programming.

2.2 Pan Asia Networking Program Initiative

Pan Asia is IDRC's longest standing ICT for Development program. It began in 1994 and, after more than a decade, remains a major pillar in IDRC's Asian programming. As with almost all of the ICT4D programming, it is coming to the end of its second generation of activity. During this most recent period we have been able to redeploy a position from HQ to IDRC's Delhi office. This has helped to strengthen our programming in the region very considerably. As well, the veteran Team Leader of Pan Asia will be retiring in May 2006. He has stepped aside to assist the Centre with our post-Tsunami response and a new Team Leader has been hired.

As indicated in the external evaluation, the Pan Asia Program Initiative has moved very considerably from demonstration projects to the development of regional networks of applied researchers. The focus is both on issues as well as three sub-regional groupings of the Pacific Island States, ASEAN and APEC. It also supports across-region thematic reports and the Pan Asia ICT small grants program represents a formidable mechanism for identifying new regional partners and issues leading to major innovations within Pan Asia's programming.

The networks Pan Asia has supported have been at the cutting edge of ICT-related issues and have served as a model for other regions to emulate and from which to learn. An example of this has been the Localization network, which has focussed on ensuring that Asian languages do not get left out of the ensuing digital revolution. Indeed, the threat that certain languages could start to disappear by not being represented in the digital world, with all the cultural consequences that would have, has put the issue of language localization at the forefront of many countries' development agenda.

International Open Source Network

The IOSN website (www.iosn.net) was launched in April 2003. Information on FOSS that is relevant to the Asia-Pacific region was gathered from the Internet and grouped into categories and sub-categories to facilitate easy access to these resources. A series of primers on FOSS have also been developed. These primers serve as resource materials for policy-makers and planners. The primer was also translated into Farsi and Vietnamese for use by the Iranian and Vietnamese governments. Soft copies of several other primers are available online (<http://www.iosn.net/foss-primers>). The governments of Cambodia and Vietnam have adopted a number of FOSS strategies as a result of work done by IOSN.

Different from other regions, however, the ICT for Development disparities among, for example, Japan, Korea and Taiwan in contrast to Mongolia, Bhutan and Laos represent a special regional development challenge. While regional thematic networking will remain a priority in Pan Asia there will also be a continued need for country-focus programming. Laos, Cambodia, Sri Lanka, Bhutan and Mongolia are under consideration for this type of approach in the next generation of programming. The choice of these countries is not simply one of need but also one of significant existing involvement by Pan Asia that could easily lead to scaled-up country programming.

Indonesia is equally worthy of consideration for country level programming but for different reasons. As a “middle power” in the region it is the world’s most populous Muslim country, and is a member of the G20. Pan Asia will continue to engage in Indonesia because it is strategically a very important nation state whose social and economic dynamics affect the stability of the ten ASEAN nation states. Pan-Asia’s work in distance education technologies with Universitas Terbuka is rewarding in respect of the research capacity existing there as the university had enjoyed being the recipient of CIDA’s PhD programme in the 1980’s. The devolution of the Pan Asia “Collaboratory” to the ASEAN Foundation in Jakarta reflects our interest to continue building applied research capacity in the ASEAN-intergovernmental instruments that are concentrated in Jakarta.

In May of this year IDRC co-sponsored a post-tsunami applied research needs assessment forum with the M. S. Swaminathan Research Foundation in Chennai. More than 40 representatives from Indian institutions participated with representatives selected from a few regional organizations. They identified new research areas such as fishery rehabilitation and alternative livelihoods, vulnerability and local resilience, agricultural and ecological rehabilitation, bioshields, conflict resolution, local governance and village knowledge centres among others. A similar meeting was held in June in Colombo for the same purpose and identified quite similar issues. A small emergency grant was also provided to Universitas Terbuka in Indonesia to repair its distance education facilities in Banda Aceh. The devastation caused by the December 2004 tsunami also represents a regional perspective through which to identify development-related applied research issues.

The next prospectus for the Pan Asia program will come before the Board of Governors in March 2006. Along with a major mid-cycle (March 2003) conference, called the PAN All Partners’ Conference, which provided very considerable direction for Pan Asia, a pre-prospectus consultation was recently (June 2005) held in Siam Reap, Cambodia. A draft outline of a prospectus was reviewed and discussed for 3 days by longstanding and new Pan Asia partners.

The results of this indicate a continued focus on applied research relating to relevant ICT and related telecom policy reform in the region. As well, research and dissemination on appropriate information and communications technologies, such as mobile phones, will continue in a region where the world’s leading technology engines are located. The focus will, however, be placed on ensuring that technologies are adapted to development needs

in areas such as health, education, governance and livelihoods like agriculture and small scale industries. The successful distance education research network, PANdora, will provide a solid basis for the growth of participation and the deepening of evidence relating to successful “ways forward” in a region where the cost of more traditional forms of post-secondary learning are become increasingly prohibitive.

Asia is especially well placed to undertake applied research in areas such as mobile applications for health or governance, seeing as Asia has one of the highest penetrations of mobile telephones and already has demonstrated innovative uses for this type of technology¹⁴. A new emphasis has also been proposed. The next Pan Asia prospectus will likely include programming to build research capacity in mapping the relationships between ICT adoption and changes in the socio-economic circumstances of communities, social groups and countries.

Red GeALC- Supported by ICA, the **Network of E-Government Leaders in Latin America and the Caribbean** is a network of E-Government Leaders in Latin America and the Caribbean (Red GeALC), groups more than 30 pro-active government leaders from 17 countries throughout LAC to facilitate the sharing of efforts and collaboration between governments with the aim of exchanging knowledge, experts and solutions regarding all e-government issues.

2.3 PAN Americas and Institute for Connectivity in the Americas Corporate Projects

Pan Americas became a separate Corporate Project at IDRC in 2001. The Institute for Connectivity in the Americas (ICA) was announced in 2001 but did not begin full functioning as a Corporate Project at the Centre until 2002/03. Different from the integrated approach that was taken with our African programming, PAN Americas and ICA were “twinned” with separate management and program staff. This circumstance was changed on September 6, 2005 when a new Manager of both program elements was appointed and all staff assumed “joint appointments”.

As the external evaluations attest both programs generated excellent projects and were considered to have met or were in the process of meeting their objectives. Given the political elevation of the ICA establishment, it quickly surpassed the notoriety of Pan Americas. PAN Americas had been focused principally on research by civil society organizations in Central America and the Andean region. ICA’s approach is hemispheric and has very considerable interaction with major regional institutions such as the Organization of American States, the Inter-American Development Bank and the World Bank.

ICA has very quickly developed a “brand” in the region and is widely known and highly regarded. It has developed very substantial networks in educational networking (e-

¹⁴ For example, the use of mobile phones and SMS is now ubiquitous in the Philippines, where it was used to rally people on political issues involving transparency in governance. Lallana, E.C. (2004). SMS in business and government in the Philippines, Manila. Dept of Science and Technology.

Portales), computers for schools, e-government, national statistical development for the Information Economy (OSCILAC) and Pro-Poor/Pro-Market ICT policies in the region. As well, ICA has launched a major initiative with the Government of Mexico, @Campus Mexico, which uses online tools to train public servants. This led to the President of Mexico launching the new initiative from IDRC's premises in 2004. A major connectivity "not-for-profit" company has also been launched. E-Link Americas will bring open standards, 2 way, integrated satellite and WiFi communications to social markets and underserved areas beginning this fall.

ICA is supporting a **Latin American Network of Educational Portals**. The objective of the Latin American Network of Education Portals is to freely circulate and share educational materials produced locally throughout the region. To enable content contribution and sharing, this initiative develops both the institutional linkages and compatible software. The network will improve quality and equity in education through the innovative application of information and communication technologies (ICTs) in the Education sector. With the agreement of 17 Ministers of Education and representatives from the region, the Network of Portals aims at reducing or eliminating production bottlenecks by allowing content to be produced anywhere, by anyone; will lower the cost of establishing a national portal, while improving access to a larger volume of content; and will give the most remote locations and marginalized communities instant access to the latest innovations and developments in educational content and software.

The future will see both of these programs focusing principally on e-economy and e-governance issues. A joint submission to the Competition of Ideas has been agreed by CIDA, Industry Canada and Foreign Affairs Canada with IDRC making the submission for a 10-year period. As well Foreign Affairs Canada indicates that the Prime Minister may make an announcement for the continuation of the Program and a special Canada-Mexico announcement relating to @Campus Mexico at the November Summit of the Americas. ICA will also focus on incubating initiatives that can be scaled up in the region. E-Link Americas was but the first of these. Others relating to computers for schools, school networking and capacity development among national statistical agencies will continue to be pursued.

With a mid-term change in leadership, Pan Americas' program life has been quieter, but nonetheless equally important. The program has developed widely accepted gender evaluation methodologies relating to ICTs, has helped develop public policies for online court records, as well as built a regionally relevant "best practices" knowledge network and public policy connection for SchoolNets (REDAL). In addition Pan Americas has built important networks of ICT for Development research capacity both through regional networks such as FUNDREDES and through a master's level graduate program at the Latin American Faculty of Social Sciences (FLACSO) in Ecuador.

Pan Americas in collaboration with ICA and LACNIC, Latin America's NGO Internet Naming and Domain Registry, launched a small grants programme known as the FRIDA (Regional Fund for Digital Innovation in the Americas) project. This has become a strategic mechanism to identify new regional research partner institutions and researchers which are putting forward innovative issues for research and implementation in the area of ICTs to trigger the economic growth and competitiveness of the countries of the region.

2.4 Bellanet Secretariat

The Bellanet Secretariat has been in existence since 1994. Focused on Knowledge Networking and Sharing, access to online training tools and, more recently, Open Source capacity building, it has 2 more years left in its current mandate. In the last 2 years Bellanet has had 3 Executive Directors. These changes, along with a rapidly changing international ICT for Development landscape, have presented new challenges to the Secretariat.

As the 2005-10 CS&PF has indicated the Secretariat modality for programming will be largely phased out during the current program cycle. IDRC's resource and programming circumstances have changed since the Secretariat modality was developed. The Program Area Directors provide a point of integration for the program themes and financial resources are sufficient that external financial partnerships are a value-add, not a prerequisite, for operational success.

In this context there have been very extensive discussions with Bellanet's staff and existing external donors. Given the option of devolution or integrating the Secretariat within the ICT4D Program Area, both groups have indicated a preference for the latter alternative. Indeed 2 of the donors, DANIDA and Swiss Development Cooperation, have committed to financial participation in Bellanet until at least 2009 based on this integration option. This option involves considerably reducing the staff complement in Ottawa and building the capacity of Bellanet South among development partners within the regions.

Accordingly the Director of the Program Area will work closely with the Executive Director of Bellanet to develop a time-line, program of work and budget for a renewed Bellanet that is integrated within the management and operations of the Program Area. This integration, however, will be focused on building sufficient capacity with developing world partner institutions whereby at the end of this program cycle most of Bellanet's programming and resources are located in the South.

Within the ICT4D strategic directions there are 3 foci that Bellanet may be able to pursue. The first has to do with the skills, processes and "orgware" for the strengthening of regional applied research networks in the South. The second relates to more accelerated appropriate technology sharing and skills development within the development community. The last element will focus on far better policy, program and networking among the major ICT4D social investors in governments, multilateral institutions, private sector, and within civil society organizations.

2.5 Telecentre.org

Telecentre.org, formerly known as the Telecentre Support Network, is the newest Corporate Project within the ICT for Development Program Area. It has a Manager, 2 Regional Program Officers, a Knowledge Management Specialist and a Research Officer.

It is being financed with \$12 million from Microsoft Community Affairs, \$5 million from Swiss Development Cooperation and an additional \$5 million from internal IDRC sources. We anticipate that other social investors will join telecentre.org in the immediate pre and post Tunis World Summit environment.

The Corporate Project will focus on 4 principal areas of program activity. First, it will play a convening role for telecentre policy officials and activists alike. Most telecentre networks are of such a thin scale that skill sharing and fusion in periodic workshops and forums is beyond any single organization's reach and budget. Telecentre.org has the capacity to help address this limitation. Second, the new service will assist with innovation in telecentre, systems, technologies and product/service mixes. Third, telecentre.org will focus on strengthening the capacity of existing and new telecentre networks and, finally, over time the new service will become the major source of documentation, technical assistance and guidance and knowledge networking on issues relating to telecentres in the community and the economy.

The official launch of telecentre.org will take place at the Tunis World Summit in November 2005. A major book will also be released along with a forum of telecentre activists from all regions sponsored by telecentre.org. The current thinking is that the regional telecentre specialists who are hired will be located in Ottawa and will liaise with ICT staff within the regional offices to collaborate on project development, monitoring and support. The current agreements with Microsoft and Swiss Development Cooperation run until March 31, 2009.

2.6 *ENRAP II and KariaNet*

Through the ICT for Development Program Area, IDRC has 2 partnerships with the International Fund for Agricultural Development (IFAD). The first, Electronic Networking for Rural Asia Pacific (ENRAP II), which is administered through Pan Asia, is in its second generation of 3-year programming. It provides electronic networking, ICT training and awareness and online information resources to selected IFAD rural agricultural development projects in mountainous areas of the Asia Pacific. KariaNet, administered through Acacia, began providing similar services in North Africa and the Middle East in January 2005. ENRAP II is administered from IDRC's Delhi office and KariaNet from MERO. Both 3-year programs involve financial contributions from IFAD in the order of \$1 million (US) and circa \$250K from IDRC. ENRAP II has just completed a successful interim evaluation. IDRC will be considering a more comprehensive and strategic approach to its relationship to IFAD over the coming year.

3. Corporate Learning: Policy Influence

As the ICT for Development Program Area concludes its current round of programming and begins to navigate more information economy related, applied research it is a propitious circumstance to reflect on what has been learned in this area over the last 4 years. There are numerous examples in which ICT for Development sponsored research has influenced pro-poor policy outcomes over the past 4 years. Looking back through the rear-view mirror at these developments provides interesting Corporate Learning as we plan future initiatives in the Program Area.

3.1 *Regime Change*

It is very clear that pro-poor development related research has a greater likelihood of influencing policy outcomes when a regime in a developing country is first elected or established. When new administrations are elected they customarily seek policy ideas that had been advocated by established interests and institutions but not adopted by the outgoing regime. There are many examples of this within the ICT for Development program area.

This is not a new lesson for IDRC. Clearly, the Centre's early involvement in the post-Apartheid policy making process in South Africa was based on this very principle. The ESARO involvement in post-Kenyan transition and the more recent report on countries in transition by the Policy and Planning Group at IDRC also underscore this lesson. It is, however, becoming clearer as we review the policy environments for change, as was done at the recent Annual Learning Forum, that pending and immediate-past regime change represents a special opportunity for the institutions within which IDRC applied researchers work to communicate about and disseminate the policy imperatives arising from their research.

The ***Rede de informações para o Terceiro Setor*** (Information Network for the Third Sector), a non-for profit Brazilian organization, has been working since 1997 to make computer technology available to the poorest sectors of the population, largely bypassed by the digital revolution. This organization, through a Pan Americas funded project, has carried out studies on the update of public policies and actions influencing the use of free/open software in Brazil, as well as particularly helping prompt the adoption in the State of Sao Paulo, which has already approved laws encouraging the use of open source software by municipal governments.

Among the most relevant examples is the case of Mission 2007 in India. The M.S. Swaminathan Research Foundation is a very well established NGO in India. It's founder and leader, Professor M. S. Swaminathan, was a major force in introducing the Green Revolution into Indian agriculture in the 1960s. Beginning in the late 1990's the Foundation had begun undertaking applied research associated with the introduction of computers and networks in rural villages with the assistance of IDRC's Pan Asia Program Initiative.

In May 2004 a new national government was elected in India. To many this new government, receiving overwhelming electoral support among the rural poor, was a

surprise choice by the Indian electorate. It was commonly judged that the new government was elected as a response against the commitment of the previous regime to advanced technology policies within Indian technology clusters.

With support from IDRC, Professor Swaminathan hosted major conferences and workshops on ICTs and rural poverty in Chennai and Delhi aimed at policy makers shortly before and immediately after the new regime came into power. He then took the results of the policy workshop directly to the senior levels within the government. The outcome from this was a new information and technology policy focused on the rural poor, a commitment of the Government in its 2005/2006 budget to support Mission 2007 and an alliance of major institutions and companies to implement the program. Professor Swaminathan Chairs the new Mission 2007 and IDRC, building upon its longstanding relationship with the Foundation, is assisting with financing the Secretariat that supports the new policy.

This is doubtless a very special example. Professor Swaminathan is celebrated and very high profile Indian pro-poor development advocate. His research foundation is well established, respected and has a history of being in the vanguard of important changes in the country. This new policy, however, has provided many Indian ICT related development activists with new room in which to pursue their pro-poor development agendas.

There are other circumstances in which ICT for Development projects led to policy influence in circumstances of regime change. In South Africa, the Universal Service Agency, which set new standards for the definition of universal service, was a direct outcome of post-Apartheid development policy and IDRC's support for it. In Indonesia, the adoption of new "last mile" liberalized radio spectrum, dramatically reducing the cost of data communications access in underserved areas, was also a result of recent regime change and a sophisticated IDRC applied research partner's savvy interventions in the process. In Kenya, Acacia's participation in the "Transition" process helped to produce favourable telecoms reforms especially with respect to the introduction of more competitive processes in satellite communications.

These individual cases, and others like them, may suggest that the Centre think more strategically about prospective regime change and the opportunities they represent for our existing research partners in development. Indeed, a deeper understanding of how the process of regime change and transition can be optimized for influencing pro-poor development policies may well be worth pursuing within IDRC.

3.2 *Policy Change is a "Never Ending Story"*

There is a corollary to the fact that regime change can accelerate the likelihood of policy influence by developing world researchers. The fact that a regime and a policy gets changed doesn't mean that the direction of policy will remain as intended. In short, policy change is very different from the successful implementation of the intended outcomes.

The Uganda Communications Commission's recent history is among the better examples of this lesson. As the Acacia external evaluation clearly indicates, Ugandans involved in

A New Route for Protecting Privacy in Online Judicial Information-The Heredia Rules Project is working with judiciaries of Latin America and the Caribbean, with the objective to identify the characteristics and to

telecoms regulatory reform give IDRC considerable credit for assisting in the development of that country's successful reforms in this sector. The Acacia National Advisory Commission helped to elevate the issues of ICTs in Development beyond the advocacy of a small number of activists in the country. Acacia's subsequent direct financing of a study to assist the Uganda Communications Commission in the development of its universal service policies are equally given credit for the near ubiquity of GSM service in undisputed regions of the country.

Uganda now has real competition in the GSM sector. Multilateral institutions have recognized the progressive nature of these new policies by investing considerably in helping to accelerate them. The research methodologies and funding through the Research ICT Africa (RIA) have been fully taken up by the regulator that uses the qualitative and quantitative research undertaken to understand the effects of their policies and regulations. The Uganda Communications Commission is now rolling out a new phase of its reforms whereby it will assist in the establishment of sustainable rural telecentres to assist with the development of skills and the movement from voice to Internet based uses of the pervasive GSM. One of Connectivity Africa's biggest and most successful projects, the Uganda Health Information Network, is building on the availability of pervasive GSM in the development of innovations in epidemiological research and the development of new information and communications health systems.

All of this represents real progress. However, in June of this year in the adoption of new budget measures, the Minister of Finance announced that there would be an effective 30% surcharge on all mobile phone user charges. The Minister was quoted in the local press as having said: "If they can afford a cell phone, they can afford the new surtax!" This runs entirely contrary to the very principles of universal service that are based on increasing use, and thereby revenues, through decreasing prices.

The policy influence principle here is that progressive reforms can be rolled back even more easily than the effort it takes to achieve the desired changes. This need not mean that IDRC retreats from its involvement in these countries and with these institutions. It does mean that our interventions and partnerships in these countries should be intended for the long-term and that the process of policy reform is extremely nuanced and bi-directional.

3.3. Policy is not a “head without a body”

Both the early and the second generation of Acacia programming have clearly helped us understand that the best policy is one that is widely understood and supported by pro-poor development advocates. The early “awareness” successes that Acacia helped to generate through the Acacia National Advisory Committees in Mozambique, Uganda and Senegal, were supported by one or two reform-minded champions among policy elites in each country. As well, organizations and individuals within the university, civil society and community based organizations, through their experiences with ICT demonstration projects, advocated for these changes as well.

That was really just the first step. As more conservative elements in each of these countries awakened to the implications of some of the policy changes being advocated their incumbent interests became more active and influential. From the Headquarters of the Ministry of Health in Uganda to the reluctance of the state owned telecom in Mozambique, they were in already strong positions to resist reforms. Working with the original reforms to address these interests takes not only time and patience but also an informed citizenry that influence the policy process through the myriad ways in which that can be done.

In Senegal, our project **"Integration of ICTs into the Basic Curriculum in Primary Schools in Sénégal"** has achieved high profile and influence through the school being designated as an ICT leader in the development of Senegal's 10 year education and training strategy (PDEF) which is being funded by the World Bank and CIDA. The results of the project will directly influence the ICT components of this strategy. http://web.idrc.ca/en/ev-45882-201-1-DO_TOPIC.html

In South Africa, despite a tremendous awakening of citizens as to the importance of universal access and lower prices, the telecom incumbents and interests within the state were able to largely side-step the community concerns about price and accessibility. IDRC's

response has been to enter into a long-term relationship with the Link Centre at Wits University whereby this institution is leading the Pan-African “Research on ICTs in Africa” which was highlighted in the external evaluation as having had a tremendous impact on telecom reform in other African countries. Sooner or later this will rebound within the South African context itself.

3.4 Being There and Staying There

The Connectivity Africa program of ICT4D shares a joint Advisory Committee of African digital pioneers with DFID's CATIA (Catalyzing Access to Technology and Information in Africa). This joint approach helps to reduce transaction costs for busy African members. It also adds value to the networking that developed among some of the bilateral agencies associated with the DotForce including DFID and IDRC.

The DFID program in Africa is new and is being managed by a management consulting firm. The program didn't exist before and likely won't after it's March 31, 2006 sunset. As is well known, it takes time to ramp up a new program. It also takes time to wind one

down. In fact, with a 4 year program like CATIA there is at least as much time taken to ramp up and down as there is in actually delivering the program. The metaphor of the difference between a flight from Ottawa-Toronto as opposed to a Toronto-Delhi journey pertains.

In observing this joint Advisory Committee meeting with African digital pioneers the quality of the relationship between the IDRC staff and the DFID management consulting team was very different. The IDRC staff lived in the region and would be there for the long haul. When the DFID representatives spoke uncertainly about the future of their ICT4D program, the IDRC staff could interact with some certainty that their programming would continue in one form or another.

In many respects policy change is very much an outcome of “sequential causation”. It is very seldom one factor alone that determines a change in policy and practice. This underscores the need to be locally rooted in order to assist when the opportunity for policy transformation arises.

Again in Uganda, Connectivity Africa has supported an extremely successful innovation in health informatics and communications. The Uganda Health Information Network is credited by rural health district leaders with having prevented one epidemic of malaria and forestalling several outbreaks of measles. Yet the Director General of Health, and the Chair of Telemedicine for the Ministry, refused to adopt the approach and technology for a system-wide application despite the outcome, cost and technical feasibility that had been demonstrated through IDRC supported applied research.

This past September both of these health executives were removed from their roles. The new Director General is much more supportive of the approach supported by IDRC and sponsored by the Uganda Health Information Network. If IDRC had not remained engaged with this project and its local proponents by “being there” this new policy window of opportunity would have been missed.

The on-going presence of ICT4D professional staff, now in all of IDRC’s regional offices, makes a tremendous difference, as does the continuing nature of our programming in the regions. Many of the researchers we interact with now will transition in their careers to become policy makers and leaders in the public, private and civil society sectors. The quality of the professional relationships is an enduring, not a fickle, one.

3.5 *IDRC is part of the policy influence process*

Like the “Hawthorne Effect” in social science or the “Heisenberg Uncertainty Principle” in physics, the actual process of research, or being researched, influences outcomes. As a respected, international, Canadian applied research institution IDRC financial and institutional support can influence policy outcomes.

Dr. Onno Purbo is an Indonesian “Liberation Technologist”. He had been an Associate Professor at the prestigious Institute Technology Bandung as well as a senior advisor on Information Highway policy issues to successive regimes in his country. He became frustrated with the slow pace of change associated with these institutional processes and set off on his own to build a network of Internet activists in his country.

For 18 months Dr. Purbo was a Sabbaticant at IDRC. During his time with the Centre he published 4 books in English and participated in numerous WiFi demonstration and training programs with ICT4D partners in the developing world. While in Ottawa he gave a special presentation at the Indonesian Embassy. In attendance were representatives of the Indonesian wire services from New York.

In Uganda, the FAIR (Fair Access to ICTs Report) report, produced by RIA and Mike Jensen, directly influenced the regulator (by their own admission) to un-license the 2.4GHz WiFi spectrum and to abolish license fees for secondary ISPs (ISPs not directly connected internationally). The FAIR report was direct attempt to compare and contrast costs versus regulatory frameworks in African countries.

Suddenly, the desired changes in policy concerning the deregulation of “last mile” radio spectrum were being reported on by the international press back to the Indonesian media. Later that fall a new President was elected in the country. Upon taking office he promised major changes within 100 days. Nearly 100 days later the Minister responsible for telecommunications announced that the 2.4 MHz spectrum would be deregulated. “Last mile” access became considerably more affordable. A major policy had been changed bringing Internet and VOIP access to millions of more at affordable prices.

Dr. Purbo credits his relationship with IDRC as helping to elevate the seniority of his efforts to influence this policy, something he had been working to accomplish for many years. This example underscores the more general point that IDRC is part of the policy influence process. How we use this influence is an important consideration in our strategic thinking and our program planning and implementation.

4. The Way Forward

With the presentation of 3 prospectuses to the Board of Governors in March 2006 the Information and Communications for Development program area will be entering its third generation of programming. As indicated in IDRC’s Program Framework, the strategic directions for the program area will include a shift in emphasis from access to Information Economy, the deepening of regional networks and building capabilities for researchers to join global networks and working with partners to scale-up the response to development challenges.

4.1 From Access to Information Economy

Almost all of the program elements within ICT4D are gradually shifting emphasis from access to information and communications technologies to one that relates more to policies, practices and issues relating to the information economy in the developing

world. Issues such as localization, intellectual property, new service based business models that enable the poor to participate in the economy and Internet governance are among the areas of emphasis. Additionally, e-governance issues such as the appropriate introduction of ICTs into health systems, education and local government administration will be of common focus and concern.

Considerable background work has already been done to prepare the way for new initiatives in this area. In the Americas initial scooping workshops have already been undertaken in cooperation with the Social and Economic Policy Program Area. In Asia and Africa initial research work on localization, health, university, school and local government systems is well underway. The issue of access to technologies and skills will not be abandoned altogether. Rather, collaborative approaches that attempt to bring a scaled response to remaining issues will be preferred. In Asia, the next generation of programming will focus on “mapping” the relationships between accelerated ICT adoption and inclusive growth and poverty reduction in the region. As well, in Africa the ESARO office is taking the lead of building a network of researchers documenting the relationship between poverty reduction and the application of ICTs.

Given the new Innovation, Policy and Science (IPS) Program Area and the new Program Initiative for Globalization, Growth and Poverty, greater attention will need to be focused on building horizontal linkages across existing organizational lines. Some of this is already occurring within several regional offices through initiatives such as the joint ICT4D, SEP and IPS proposal call on the Knowledge Economy and more of it will be pursued through interactions with the Director of IPS.

4.2 *From Regional Context to Global Networks*

All of the ICT4D programs are firmly rooted in the regional contexts of the developing world. Our program staff are now located in each of IDRC’s regional offices along with a satellite office at the Development Bank of Southern Africa in Midrand, South Africa. Early in the next generation of ICT4D programming we will seek to deepen our regional presence.

ICT4D has no programming in the Middle East. In collaboration with the Regional Director of MERO, a new corporate project will be developed to begin programming there. This follows upon an earlier scoping study that was completed (2002) and, more recently, a regional workshop on ICT4D research priorities in the region. The Program of Work proposal for this new Corporate Project would ideally be ready for implementation by the summer of 2006.

Assuming that the current proposal for ICA II occurs, ICT4D will work closely with the LACRO office to identify new mechanisms to enhance our presence, most likely through partnerships with established local organizations in Central America and the Caribbean. As no regional offices exist in these areas, some alternative mechanism will be developed to accomplish this. The existing satellite office, which the Program Area has inside the Development Bank of Southern Africa, may be a model to consider.

As indicated in all of the external evaluations, ICT4D programs have moved from demonstration technology projects to establishing regional networks of applied researchers. In the next generation of programming we want to strengthen this process through greater support to network management, coordination and sustainability. The “orgware” of networks requires special skills and we hope to integrate a renewed Bellanet into this process with our southern partners.

We also want the regional networks we support to be able to behave globally. Globalization works for corporations because they can integrate ideas and processes on a worldwide basis. The same can be true in international development. With the other Program Areas at IDRC, ICT4D wants to get much better at helping our regional networks link, collaborate and share ideas.

One mechanism for this will be renewed and increased support for the Global Knowledge Partnership (GKP). The GKP really established the first “stage” or platform for exchanging practices on ICT in Development at its launch in Toronto in 1997. Since that time the DotForce, UN ICT Task Force and World Summit on the Information Society have assumed the centre-stage.

We anticipate that the GKP will re-emerge as an important platform for the global exchange of best practices over the coming years. IDRC was an originator of the GKP along with CIDA and the World Bank. We now serve on the ExComm for GKP and will join with Swiss Development Cooperation, Development Cooperation Ireland and CIDA to help strengthen the capacity of the network in our next generation of programming. One proposal that is under consideration is for a Toronto+10 to be hosted by GKP in 2007. Should this occur, ICT4D would be actively involved in helping to shape and support this.

4.3 *Scaling-up*

Programs within ICT4D have already been undertaken to “scale-up” responses to major development issues. Telecentre.Org is one of these major projects as is e-Link Americas. There are others in the early stages of development within each of our programs. PAREN (Promoting African Research and Education Networking) is a multi-donor approach to bringing down the cost of fibre and satellite based data-communications in Africa. OSCILAC is a hemisphere-wide program to build the capacities of national statistical offices in the region to monitor and measure progress in the Information Economy. In Asia both the Localization and Distance Learning Networks are “rolling” projects that scale-up through the recruitment and training of new regional members. In Africa, the African Virtual Open Initiative and Resources (AVOIR) has developed a network of 11 African universities (Anglophone, Francophone and Lusophone) in developing open source solutions for Learner Management Software. This project already has collaborators in the Middle East, Afghanistan and Brazil.

Each of these initiatives is, in fact, very much a research endeavour where we learn, revise and seek to apply in other circumstances. For example, the lessons we are learning with e-Link Americas will have direct relevance to the approaches we recommend to partners in addressing the high cost of data communications within African universities. The skills and techniques that have been developed in PAN Localization have already been brought to a new network forming to address similar issues in Africa.

In our next generation of programming we will seek to link the applied researchers with whom we work to actual development solutions being implemented on the ground. The integration of Connectivity Africa with Acacia and ICA with PAN America's are organizational steps that will help us accomplish this.

4.4 Partnerships

The ICT4D Program Area has been very active in partnership formation over the last 4 years. Without any additional resources to recruit, manage and "grow" these, the Program Area has established major partnerships with Industry Canada, Foreign Affairs Canada and CIDA in the Institute for Connectivity in the Americas. We also have a growing partnership with DFID in Africa along with the telecentre.org relationships that now exist with Microsoft Community Affairs and Swiss Development Cooperation. The support of the Partnerships and Business Development Division has been important in helping us in this.

In the regions equally significant partnerships have been undertaken. In Africa there is a strong partnership with the United Nations Economic Commission for Africa in the implementation of Connectivity Africa. In the Americas the relationships with the Economic Commission for Latin America and the Caribbean (ECLAC) and the Organization of American States (OAS) have become well established. In Asia, the ASEAN Foundation is a major partner and our long-standing relationship with the M.S. Swaminathan Research Foundation is a major program asset.

We intend to build on these partnerships and, as much as possible, to integrate them within our renewed commitment to the Global Knowledge Partnership network. Equally, we intend to actively pursue private sector partnerships with companies such as e-Bay, Google, AMD, Intel, Nortel, Research in Motion and Amazon.Com. As well, ICT4D, in cooperation with the Partnerships Division, will engage the largely US based Innovation Funders Network to help them understand and embrace issues in the developing world. Managing the often-competing interests among the corporate, community and government sectors takes imagination, patience and a tolerance for ambiguity. Increasingly, as our scaled-up initiatives demonstrate, these partnerships are well worth the effort if the organizations involved have real resources to bring to the table and individual success pales in comparison to collaborative accomplishment.

Within Canada there will be continued efforts to engage CIDA in the work we do. Our efforts in this regard are not to be missionaries for ICTs in Development within CIDA. Rather, we intend to support and collaborate with people in the organization that have

embraced this sector. Our partnerships with CIDA within the Americas reflect this approach and have been very successful. After a 2 year hiatus a new ICT for Development sector specialist has been hired within CIDA's Policy Branch. We have already engaged her in a collaboration relating to the WSIS. We are hopeful that this can be the beginning of a renewed partnership with the entire organization.

The ICT4D Program Area enjoys several partnerships with the University of Quebec at Montréal involving research on education and ICTs in West Africa. As well there are collaborations with College of the North Atlantic in Newfoundland and Labrador in the use of distance technologies in continuing fisheries training in Vietnam as well as on institutional reorganization issues associated with distance education in the Caribbean. Arguably Canada's leading distance learning institution, Athabasca University in Alberta is an important partner in the Pan Asia Distance Learning Network, PAN DORA. In the next generation of programming efforts will be made to deepen relevant Canadian partnerships with issues relating to Intellectual Property, new ICT business models, internet governance, advanced policy for emerging technologies such as VOIP along with digital issues in local government, health and distance learning. To begin this process, the Director of the Program Area completed in October, a speaking tour of universities and research institutions in Atlantic Canada.

Annex A - Program Initiatives: Acacia / Connectivity Africa (CA)

Team Leader Steve Song	Approved Budget 2005-06: \$6,500,000 (+\$4,000,000 / annum RX)	Full Time Equivalents 10.0 (split between Acacia and CA)
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Type	Name	Discipline	Time allocated	Location
Team Leader	Steve Song	Technology, Knowledge Management	100%	Ottawa
Program Officer	Edith Adera	Agricultural Economics, ICTs and Gender	100%	ESARO
Program Officer	Alioune Camara	International Public Law / Information Sciences	100%	WARO
Program Officer	Adel El-Zaim	Linguistics, Open Source	100%	MERO
Program Officer	Heloise Emdon	Journalism, Divinity	100%	ESARO
Program Officer	Stéphane Roberge	Law, International Relations	100%	Ottawa
Program Officer	Ramata Thioune	Rural Sociology / Environmental Economics	100%	WARO
Program Officer	Mustapha Malki	Agronomist	100%	MERO
Research Officer	Morenike Ladikpo	Software Design/Development	100%	Ottawa
WSIS Coordinator	Khaled Fourati	Economist	100%	Ottawa

The Acacia Initiative: Communities and the Information Society in Africa Program Initiative is an international program to empower sub-Saharan communities with the ability to apply information and communication technologies (ICTs) to their own social and economic development. This initiative is designed as an integrated program of research and development and demonstration projects to address issues of applications, technology, infrastructure, policy, and governance. Conceived and led by IDRC, Acacia supports Canada's contribution to the African Information Society Initiative (AISII) that was endorsed by African governments as an action framework to build Africa's information and communication infrastructure.

Acacia's vision for Africa is one in which Africa is actively contributing to and benefiting from the global knowledge economy, and ICTs appear on the policy agenda of all African countries as a means to raise and improve living standards for all.

The objectives of this program are to:

- ’ enhance understanding and knowledge of the innovative, transformative or dysfunctional effects of ICTs in poverty reduction and human development in Africa
- ’ improve African countries’ capacities to formulate and implement national ICT policies that promote equitable access to ICTs and information for socio-economic development
- ’ contribute to research in appropriate ICTs that support development and adoption of affordable and functionally relevant technical solutions for Africa
- ’ support research that increases African content on ICTs through software development for effective application of ICTs for development
- ’ learn from Acacia’s community-based research and experimentation and to widely disseminate this knowledge

Connectivity Africa, which was announced at the G8 Kananaskis 2002 Summit aims to improve access to information and communication technologies (ICTs) in Africa by applying Canadian expertise especially in relation to education, health and community development. Managed by IDRC, in partnership with the United Nations Economic Commission for Africa, CA is driven by the priorities and experience of our network of African partners. These organizations and individuals are best able to identify innovators capable of transformative change, to pinpoint priority needs, and to develop programs that are self-sustaining and scalable. Where appropriate, CA applies Canadian expertise in affordable, scalable, and appropriate ICTs to African challenges in education, health and community development.

The activities of Connectivity Africa are based on the following themes:

- ’ innovation in the use of ICTs
- ’ building research and development capacity in African ICTs
- ’ African regional ICTs
- ’ partnerships and networks

A related activity is IDRC’s management of an IFAD program on Knowledge Access in Rural Inter-Connected Areas (KARIANET) that seeks to develop network of IFAD project stakeholders to capitalize on knowledge generated in fighting rural poverty in the Middle East and North Africa (MENA). The overall goal of the network is to improve the operation and outcome of IFAD projects, enhance the fulfillment of project objectives, and improve the livelihoods of IFAD target groups

The objectives of the KARIANET program are to:

- Strengthen the capacity of participating projects to manage information and share knowledge with other members of the network;
- Nurture knowledge-sharing communities and networks among selected projects in 5 countries (Egypt, Jordan, Morocco, Tunisia and Sudan); and

- Identify and pilot innovative ICT mechanisms focused on including rural communities in knowledge-sharing.

It is expected that, by the end of the project period, an effective knowledge network with a critical mass of endeavors will be in place. This is a three-year project that started in August 2004 with an overall budget of \$1.7m towards which IDRC has contributed \$500,000.

Team Leader Laurent Elder	Approved Budget 2005-06: \$5,500,000	Full Time Equivalents 6.0
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Type	Name	Discipline	Time allocated	Location
Team Leader	Laurent Elder	International MBA, Medieval History	100%	Ottawa
Program Officer	Kathleen Flynn- Daapah (on maternity)	Environment, Gender		Ottawa
Senior Development Specialist	Renald Lafond	Engineering	100%	Ottawa
Program Officer	Maria Ng	Library Science, Distance Learning	100%	ASRO
Program Officer	Frank Tulus	Sociology, Technology	100%	SARO
Program Officer	Shalini Kala	Rural Sociology	100%	SARO
Research Officer	Chaitali Sinha	Management Information Science	100%	Ottawa

In Asia, information and communication technologies (ICTs) play a critical role in national, regional, and global economies. Asian institutions need to recognize the complex issues relating to the information society and their implications for people's well-being. Building on more than 30 years of IDRC support of research on information sciences in the developing countries of Asia, this program helps institutions adopt ICTs as a means to address development problems. All its activities are based on the premise that ICTs can offer people living in poverty an opportunity for better lives.

The objectives are to:

- Pilot ICT projects in disadvantaged communities within target countries in Asia.
- Strengthen capacities in research and development so that ICTs can help improve education, health, and employment at the community level.
- Encourage, through collaboration and networking, countries that are more technologically advanced to help build capacity in countries slower to adopt ICTs.
- Network digital pioneers in the region to foster broad research partnerships and to develop a voice for regional concerns at international fora.
- Encourage governments to give priority to promoting access to ICTs in remote communities.

A related activity is the project on Electronic Networking for Rural Asia/Pacific (ENRAP) that builds on a previous IDRC partnership with the International Fund for Agricultural Development (IFAD). This second phase aims to broaden and deepen the impact of IFAD-funded development projects by encouraging knowledge networking and information exchange amongst them. The general objective of ENRAP II is to help IFAD-funded projects in Asia become more effective in documenting and sharing learning and experiences about good practices in rural development, particularly for the benefit of the poor communities, primarily through electronic media. IFAD projects focus on improving the livelihood of poor rural communities in the Asia/Pacific region. Some 40 of these projects in 8 countries will be involved during this second phase of ENRAP.

Annex C - Corporate Projects: Pan Americas / Institute for Connectivity in the Americas (ICA)

Manager	Approved Budget for PAN Americas 2005-06: \$2,000,000 (+\$4,000,000 / annum RX) ICA continues to be externally funded	Full Time Equivalents 9.0 (split between Pan Americas / ICA)
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Type	Name	Discipline	Time allocated	Location
Manager	Ben Petrazzini (Acting)	Communications	100%	Ottawa
TelMex MIT Fellow	Randy Zadra	MBA, Satellite Communications	On Leave	Boston
Program Officer	Luis Barnola	Education	100%	Ottawa
Program Officer	Angelica Ospina	International Relations, Finance	100%	Ottawa
Program Officer	Carlos Munante	Telecoms, Business Development	Seconded to e-Links	LACRO
Program Officer	Alicia Richero	Labour Economics	100%	LACRO
Communications	Vacant		100%	Ottawa
Research Officer	José Manuel Gil	International Relations, Communications	100%	Ottawa
Research Officer	Vacant		100%	LACRO

The PAN Americas corporate project at IDRC supports research on the social uses and impact of information and communication technologies (ICTs) for development in Latin America and the Caribbean. The project focuses on strengthening the capacity of civil society organizations to better understand the implications of ICTs for development, and to more effectively participate and influence policy making in the region.

The objectives of this project are to:

- support the collective development and use of methods, tools, and frameworks to document lessons learned and to analyze the results and outcomes of ICTs for development initiatives in the region;
- support research that informs and influences policy-making, fostering a more meaningful use of ICTs to promote human development; and
- explore effective and innovative ways to use ICTs and other means to disseminate, exchange, and use research results.

The Institute for Connectivity in the Americas (ICA) emerged from the 2001 Summit of the Americas. It is the forum for hemispheric innovation in the application of information and communication technologies (ICTs) to strengthen democracy, create prosperity, and realize human potential. ICA strives to create a true hemispheric community by connecting the citizens of the Americas and promoting hemispheric integration through innovative uses of ICTs.

Connectivity is about bringing people closer together, using both digital and traditional communication technologies, to strengthen existing networks and create new ones. ICA's vision is that by connecting the people of the Americas, we will strengthen democracy, create prosperity, and help realize the region's human potential.

The Institute seeks to facilitate the development of domestic and regional connectivity strategies by adapting and implementing proven models; and promoting the exchange of information and expertise.

It is a unique tenet of the ICA that all supported programs must result in enhancing the region's capacity to participate in an increasingly knowledge-based society. All of the ICA's work is based on the support of innovative ideas that focus on the use of ICTs to solve traditional problems, and that offer practical solutions to overcome the barriers that have hindered the socio-economic development of the region.

Interim Executive Director Michael Roberts	Approved Budget 2003-04 \$2,100,000 <i>2005-06 \$2,002,752</i>	Total IDRC funding 2001-05 \$3,973,845	Total Co-funding 2001-2005 \$5,871,204
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Type	Name	Discipline	Time allocated	Location
Interim ED	Michael Roberts	Technology, Engineering	100%	Ottawa
Communications Officer	Silvia Caicedo	MBA, Sociology	100%	Ottawa
Program Officer	Mark Faul	Sociology	100%	Ottawa
Program Coordinator	Riff Fullan	Sociology	100%	Ottawa
Program Officer	Allison Hewlitt	Engineering, Knowledge Management	100%	Ottawa
Technical Officer	Sarah Kerr	Computer Science	100%	Ottawa
Program Officer	Lucie Lamoureux	Communications, Knowledge Management	100%	Brussels
Technical Advisor	Kevin McCann	Computer Science	100%	Ottawa
Technical Officer	Zhang Qu	Engineering	100%	Ottawa
Innovation Officer	Graham Todd	Political Science	100%	Ottawa
Secretariat Coordinator	Aida Sullivan	Administration	100%	Ottawa

International development practices are complex and require openness, flexibility and the ability to work in partnership with others. Bellanet aims to support effective development practice by sharing its expertise in information and communication technologies as well as its skills in facilitating organizational learning and the sharing of knowledge.

Bellanet promotes and facilitates effective collaboration within the international community, especially through the use of ICTs.

While Bellanet does not offer grants or loans, it delivers its program through three main Program Lines: Online Communities, Knowledge Sharing and Open Development. Together they represent key approaches to building institutional and individual collaboration skills and maximizing the potential of ICTs to support collaborative development work.

Program Lines

Online Communities - One of the most important ingredients for improving collaboration in international development is dialogue. Effective collaboration greatly depends on open and ongoing communication among partners about their experiences, initiatives and areas of expertise. Bellanet's Online Communities Program Line serves the fundamental need for communication through effective facilitation. Communication needs are also met through ICT platforms for collaboration.

Knowledge Sharing - Effective collaboration also requires the capacity to adapt to a complex and rapidly changing environment. The Knowledge Sharing Program Line recognizes that much of the knowledge, value added, and adaptive capacity of organizations lies with people. A learning organization supports the sharing of ideas and networking among its people, rather than investing only in sophisticated technologies to manage knowledge.

Open Development - Bellanet's third Program Line is Open Development, which seeks to provide organizations with the means to operate in an open collaborative manner. In this domain, Bellanet explores the potential of Open Source software; Open Standards for equitable and sustainable information sharing; and Open Content, to ensure the wide distribution of information without compromising intellectual property rights of its creators.

In addition to delivering programming through three main Program Lines, three important crosscutting areas are considered and woven into all aspects of Bellanet's work: Gender Equality, Capacity Development and Monitoring and Evaluation.

Manager Mark Surman	Approved Budget for 2005-06: \$1,000,000 (+\$3.5 million / annum RX)	Full Time Equivalents 6
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Type	Name	Discipline	Time allocated	Location
Manager	Mark Surman	Communications, Community Media	100%	Ottawa
Communications	Maria Brunelli	Communications	80%	Ottawa
Program Officer	Florencio Ceballos	Sociology	100%	Ottawa
Program Officer	Meddie Mayanja	Social Planning	100%	Ottawa
Program Officer	Vacant		100%	Ottawa
Intern	Claire Buré	Science and Technology	100%	Ottawa

In July 2004, Microsoft and IDRC agreed that IDRC would host a support network to help community telecentres around the world increase their capacity to promote digital inclusion. Both IDRC and Microsoft recognize the key role that community telecentres play in addressing the digital divide by giving underserved communities access to technology and skills training.

The network will provide a locally driven, internationally connected telecentre support network consisting of three tiers: local telecentres, regional support networks, and a global support centre. The network's services will be rolled out over the next five years and include:

- Development and support services for regional support networks - consulting expertise in strategic planning, support for capacity building, and creation of regional support networks.
- Online support for stakeholders - searchable member databases and online discussion boards.
- Offline support for operators - face-to-face networking meetings and newsletters related to the community telecentres and Information and Communication Technology (ICT) issues.
- Telecentre management tools and training - network knowledge base to enhance manager and operator development.

- Training curriculum and knowledge base for network users - multi-language tools and training to meet the needs of additional users.
- Technology services pilot program - offline and online technology support and offline technology services from field-based service providers to increase community telecentre capabilities.
- Research and Development - support for strategic projects in select community telecentres, publication and sharing results.
- Start-up teams.

The Acacia evaluation made specific reference to the need for a better information system for the Program Initiative. The issue of differential dissemination of project results was also highlighted in several of the external evaluations.

Project information at IDRC is principally stored in a Project Administration database in Ottawa (EPIK). Program managers and staff have customarily maintained their own internal spreadsheets for managing work plans, project developments and other project related information.

As is the case in most organizations there can be differences between the “official” information record on the status of a project that is maintained by HQ staff and the “actual” informal data that Program Officers and Managers maintain to assist them in their everyday work. In the ideal world formal and informal systems produce the same records and data. Geography, bandwidth differentials and time horizons can diverge what might best be a convergence of information sources.

The criticisms made by the evaluators were acknowledged to be systemic and not unique to ICT4D. That is, the official corporate website did not have an effective mechanism for organising and displaying project information. This has been corrected and now virtually all HQ based project information is now available through the corporate website and is easily searchable.

ICT4D has gone a step further in expanding project profiles to present more than the project abstract, which is often insufficient to understand the nature of a project. The new profiles outline the project context, the development issue identified, and how the project is addressing it, as well as the project objectives, expected development impact, and any project outputs. ICT4D has also linked search ability to the WSIS Action Plan making it easier for external agencies to find relevant projects.

See: http://idrc.ca/ev_en.php?ID=80704_201&ID2=DO_TOPIC

Given the dimensions of Resource Expansion within the Program Area, several programs have been blessed with relatively abundant resources for dedicated communications capacity (e.g. ICA, Connectivity Africa and Telecentre.Org). Others have had more frugal budgets for this type of activity. The Director of the Program Area and the new Director of Communications are working closely together to provide for more normative and balanced access to resources for communications support.

List of PCRs Reviewed

PAN Asia

000384	Iwokrama International Rainforest Programme: Information and Communications Unit
040320	PAN - Philippines Information Networking and Services (PINS)
040282	PAN - Web Site Development and Marketing
002947	Integrated Voice and Data Network (IVDN)-CGIAR
003819	Spinning the Web-Global
100267	PAN-Tibet
040414	PAN-Multimedia PAN-Asia “Mother” Website
040416	Distance Education-(China) Content, Technological and Business Definitions
040277	PAN-Cambodia
004458	Introducing Internet –based Distance Education in Mongolia
102793	Most Effective ICT Tools Used by NGOs to Reach Grassroots Women in Asia and the Pacific
102792	Homeworkers and ICTs in South-East Asia
102652	Access to Knowledge Copyright as a Barrier to Assessing Books, Journals and Teaching Materials

ACACIA/Connectivity Africa

100254	African Centres of Excellence
003795	South African Telecentre Development Project
100103	Application of Information and Communications Technologies in Schools and Rural Community Training Centres
100223	Extending the Benefits of E-Commerce in Africa: Exploratory Phase
100313	Peru-Urban Township Tourism and E-Commerce
100737	Mozambique - ICT Policy-Strategic Implementation, Leadership and Promotion
100315	E-Business and Industrial Supply Chains

PAN Americas

102237	Digital Competitive Grants-FRIDA
102073	Schoolnets Latin America
102197	From Words to Action: ICTs, Youth and Gender Equity
004240	Capacity Developments for Internet Use in Latin America and the Caribbean (LAC)
100498	Exploring Connectivity for Street Kids (Latin America)
100405	Using the Internet to Increase the Understanding of Organizational Self-Reflection
100225	Telecentre Evaluation Network in LAC
004434	Impact of ICTs on Civil Society (Central America)

100505	Global ICT Policy Monitor
004235	Strengthening Networks of Researchers on Information and Communications Technologies (ICTs) in Latin America and the Caribbean (LAC)
101383	Engaging Civil Society Organizations in Information and Communication Technology Policy Formulation and Implementation
101252	Consolidation of the Internet System with Educational Purposes for Street Kids, Phase II
101046	Public Policy and Internet in Nicaragua and Costa Rica
101389	ICT and Knowledge
10119	FLACSO Master's Program
101107	Internet, Privacy and the Judiciary in LAC

PAN Asia

Burton, Leanne – January 2004. *The Development of Nepal's IT Policy: A Case Study. Policy Influence Case Study*

Ofir, Zenda & Kriel, Lise – April 2004. *Evaluating Policy Influence of ICTs for Rural Areas: The MSSRF Information Villages Research Project*

Harris, Roger W. – July 2001. *Connecting People and Organizations for Rural Development Through Multipurpose Community Telecenters in Selected Philippine Barangays: A Learning Evaluation*

Creech, Heather – March 2003. *The Sustainable Development Communications Network, 1996-2001: An Evaluation*

Ally, Mohamed – January 2002. *PanAsia RnD Grants Program Evaluation*

Orbeta Jr., Anicento C. – December 2002. *PAN Asia E-Commerce: Action Research on E-Commerce for Small Artisans and Development Organizations*

Graham, Michael – March 2000. *An Evaluation of PAN's Website and Technical Services*

November 2000. *Success Stories of Rural ICTs in a Developing Country: Report of the PANAsia Telecentre Learning & Evaluation Group's Mission to India*

Afonso, Carlos A. – February 1999. *A Report on PAN-Supported Internet Services Providers*

Acacia

Molo Thioune (eds), Ramala -- October 2003. *Information and Communication Technologies for Development in Africa, Volume 1, Opportunities and Challenges for Community Development*

Ulaou, Dea – July 2003. *L'internet au Sénégal: Mode d'insertion, différents usages et réseaux de communication mis en place par les ONG Dakaroises*

Ofir, Dr. Zenda – April 2003. *Information and Communication Technologies for Development (Acacia): A Comparative Synthesis of cases from Mozambique, Senegal, Uganda, and South Africa – Policy Influence Case Study*

Ofir, Dr. Zenda – January 2003. *Information and Communication Technologies for Development (Acacia): The Case of South Africa -- Policy Influence Case Study*

Sene, Khamate & Thioune, Ramata – January 2003. *Information and Communication Technologies for Development (Acacia): The Case of Senegal -- Policy Influence Case Study*

Ofir, Dr. Zenda – January 2003. *Information and Communication Technologies for Development (Acacia): The Case of Mozambique -- Policy Influence Case Study*

Ofir, Dr. Zenda – January 2003. *Information and Communication Technologies for Development (Acacia): The Case of Uganda -- Policy Influence Case Study*

Prah, K.K. – October 2002. *Report of the Evaluation of the Democratization of ICT Content for Africa Pilot Project International Development Research Centre (IDRC) / the Centre for Advanced Studies of African Society (CASAS)*

Graham, Michael – February 2001. *Evaluation and Learning System for Acacia (ELSA): Emerging Lessons*

Whyte, Anne – Mestor Associates Canada – March 2000. *Mid-Term Assessment of the ACACIA Program of IDRC 1997-2000 (Confidential)*

Pan Americas

Keilly, Katherine & Gomez, Ricardo. *Connecting to public policy – An exploration of ICTs and Public Policy in Latin and the Caribbean*

ICT4D Secretariats

Lo, Rosa Cheng & Salas, Margarita – May 2004. *Characterization of Dgroups in Latin America: Final Report, Bellanet LAC*

The Governance Network – January 2003. *Bellanet Evaluation Review of Activities and Outcomes 1997-2002*

Graham, Michael -- April 2000. *GK-AIMS (Global Knowledge: Activity Information Management System) Evaluation*

Annex I – Program Consultation and Prospectus Planning: Events and Mechanisms

- **PAN Asia Network All Partners Conference, March 2003** - The PAN Asia Networking Program Initiative hosted its second-ever All Partners Conference and Consultation in Vientiane, Laos in March 2004. At the Conference there was a paradigm shift in recommended program content, from connectivity to applications focusing on Distance Education Technologies; Rural Connectivity; Local Languages; Telehealth and Telemedicine; and E-commerce. As well, a range of issues to do with Localization (Local Fonts, Unicode, Internationalized Domain Names) took centre stage. Access issues have undergone a transformation among partners such that Internet Governance and Internet equity (Digital Divide, Gender Issues and Reformation) were underscored.
www.idrc.ca/en/ev-58347-201-1-DO_TOPIC.html
- **Networking Africa's Future, April 2003** -An Acacia conference was held in Southern Africa from 13-16 April 2003, to close the loop between research and practice. Entitled "*Networking Africa's Future*", the event was held in rural South Africa at the Kwa Maritane game lodge, and featured a state-of-the-art Internet satellite system as the platform for a website covering.
www.idrc.ca/en/ev-23324-201-1-DO_TOPIC.html
- **Acacia/Connectivity Africa Prospectus Planning Team Meetings – Dakar, May 2005 and Tunis, November 2005. Connectivity Africa Joint Advisory Board Meeting with DFID's CATIA program – Dakar, May 2005.**
- **PAN Asia Networking Prospectus Planning Consultation – Siam Reap, Cambodia, June 2005.**
- **PAN Americas Prospectus Planning Consultation - Montevideo, Uruguay, November 2005.**

Institute for Connectivity in the Americas-Hemispheric Advisory Board (last meeting in Santiago, Chile, January 2005).